	<b>Manual</b>	<b>HUMAN RESOURCES</b>
	<b>Section</b>	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
	<b>Sub-section</b>	Customer Service
	<b>Subject</b>	Use of Assistive Devices
	<b>Date of Origin</b>	August 1, 2016
	<b>Review Dates</b>	January 1, 2020; May 1, 2024
	<b>Revision Dates</b>	Version 2
	<b>Approved By</b>	COO

**Objective:** To welcome all patients and the broader public to our facilities by committing our staff to providing our services in a manner that respects the independence and dignity of people with disabilities. Such access to services incorporates measures that include but are not limited to the use of assistive devices. Patients with disabilities are welcome to use their own personal assistive devices on our premises unless not allowed by law.

**Scope:** This policy applies to all LXA Employees, students, and others who interact or work with the public or third parties on LXA’s behalf in Ontario, herein referred to as "Employees".

**Definitions:**

**Assistive devices** are any devices used by persons with disabilities to help with daily living and tasks such as auxiliary aids, communication aids, cognition aids, personal mobility aids and medical aids. Assistive devices include a range of products such as wheelchairs, walkers, white canes, crutches, oxygen tanks, hearing aids and other electronic communication devices.


**Procedures:**

Staff training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

**Employee Responsibilities:**

Employees must not touch or move a person’s assistive device without the person’s permission. If you do not have his or her permission, do not move the device out of the user’s reach.

Practice consideration and safety. Do not leave the person in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

 <p><b>LONDON X-RAY ASSOCIATES</b> EST. 1931</p>	<b>Manual</b>	<b>HUMAN RESOURCES</b>
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Let the patient know about accessible features in the immediate environment, such as automatic doors and accessible washrooms or change rooms.

If one of the assistive devices we provide on our premises does not work properly, you must inform management immediately.